



DEPARTMENT OF THE NAVY
COMMANDER NAVAL AIR FORCE
UNITED STATES PACIFIC FLEET
P.O. BOX 357051
SAN DIEGO, CALIFORNIA 92135-7051

COMNAVAIRPACINST 1650.14
NAVAIRPAC N4152

APR 29 1988

COMNAVAIRPAC INSTRUCTION 1650.14

Subj: POST OFFICE EXCELLENCE AWARD ABOARD COMNAVAIRPAC AIRCRAFT CARRIERS

Ref: (a) CINCPACFLTINST 5112.1B

Encl: (1) Additional Supply Management Assessment Checklist

1. Purpose. To promulgate procedures for the selection and award of the Post Office Excellence Award aboard Aircraft Carriers assigned to Commander Naval Air Force, U.S. Pacific Fleet (COMNAVAIRPAC).

2. Background. The Post Office Excellence Award is sponsored by COMNAVAIRPAC. The intent of this program is to recognize outstanding postal service aboard aircraft carriers with emphasis on operations and service to the crew.

3. Procedures

a. The Post Office Excellence Award will be awarded annually with selection of the awardee from amongst the PACFLT aircraft carriers.

b. COMNAVAIRPAC Force Supply is responsible for the award and will select the awardee from amongst the PACFLT aircraft carriers, utilizing the checklist in reference (a). In addition, enclosure (1) will also be used to evaluate operations and service. The first place winner and runner-up will be determined by the total points assigned on the evaluations conducted by representatives from COMNAVAIRPAC Supply. The following functional areas will be reviewed in selecting the nominees and winner: financial operation, security, cash management, accountability, mail handling/processing, general operations, customer service, and technical knowledge of assigned clerks. The Post Office is a service-oriented organization and should be operated accordingly, with all personnel maintaining a high degree of courtesy, assistance, patience, and useful contribution to the welfare of the crew.

c. The awardee will be recognized as follows:

(1) Excellence Award Certificate

(2) Plaque, appropriately engraved.

(3) Trophy - annual winner's name engraved with appropriate dates. The trophy will be rotated amongst the annual winners of the Post Office Excellence Award.

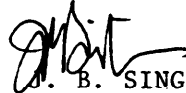
4. Action

a. COMNAVAIRPAC Postal Coordinator will conduct the annual inspection in conjunction with Postal Assist Visits (PAV), Afloat Supply Management Assistance and Training (ASMAT) visits, and Supply Management Assessment (SMA) visits.

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b. Aircraft carrier's commanding officer shall be responsible for emphasizing the importance of efficient and responsive postal service and for promoting the Post Office Excellence Award Program.


J. B. SINGLETON
Chief of Staff

Distribution:

SNDL Part I

29B2 Aircraft Carrier

Copy to:

28A2 Carrer Group

28B2 Cruiser-Destroyer Group

Stocked:

COMNAVAIRPAC (N004)

APR 29 1966

ADDITIONAL SUPPLY MANAGEMENT ASSESSMENT CHECKLIST

AUDITS AND INSPECTIONS

YES NO

- ___ a. Errors noted in the procedures or preparation of DD 2259, list here:

(Volume I, Chapter 12, Para 1202.4)

- ___ b. Post Office had a formal inspection or postal assist visit in the past 12 months. (Volume I, Chapter 12, Para 1203.3)

CUSTOMS REQUIREMENTS

YES NO

- ___ a. Postal clerks understand when customs forms are required on parcels sent via official mail. (Volume I, Chapter 9, Para 907.5(b))

SECURITY

YES NO

- ___ a. Separate lockable cashboxes, cash drawers, and safes are provided for each postal clerk holding postal funds, stamp stock, or other postal equipment that needs to be locked and stored. (Volume I, Chapter 9, Para 906.1(d))

REQUIRED PUBLICATIONS/INSTRUCTIONS

YES NO

LATEST
ISSUELATEST CHG
ENTERED

- ___ a. COMNAVAIRPACINST 4440.1A

Enclosure (1)

COMNAVAIRPACINST 1650.14

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CUSTOMER SERVICE

YES NO

- ___ ___ a. Post Office carries onboard stamp vending machines that are in serviceable condition.
- (1) Post Office Lobby
- (2) Other areas (mess decks, maa office, etc.)
 (COMNAVAIRPACINST 4440.1A)
- ___ ___ b. Mail survey developed to assess and improve mail delivery service from ship to homeport during deployment.
 (COMNAVAIRPACINST 4440.1A)
- ___ ___ c. Local procedures are established for monitoring and processing customer complaints. (Volume I, Chapter 9, Para 904.2(b))
- ___ ___ d. Current copies of the following are readily available or posted in plain view for use by postal customer:
- (1) USPS Pub 2 "Packaging for Mailing"
- (2) USPS Pub 65A "National Zip Code and Post Office Directory"
- (3) USPS Poster 103 "Domestic Postage Rates, Fees, and information"
- (4) USPS Poster 51 "International Postage Rates and Fees"
- (5) USPS Poster 74 "Packaging Tips from Your USPS"
- (6) Mail Collection and Closeout Times
- (7) Customs Information
- (8) Example of Completed Change of Address Card
- (9) Example of Correct Mailing Address to be use by Customer
 (Volume I, Chapter 9, Para 904.3)
- ___ ___ e. Clerks ensure mail is properly addressed before accepting.
 (Volume I, Chapter 5, Para 505.4)
- ___ ___ f. Clerks ensure standards for the packaging and labeling of mail are met. (Volume I, Chapter 5, Para 505.4)
- ___ ___ g. Hours of operation are clearly posted and meet the needs and desires of the crew. (Volume I, Chapter 9, Para 904)

Enclosure (1)

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- ___ h. Promotional "information and notices" are provided to the crew via POD notes. (Volume I, Chapter 9, Para 904)
- ___ i. Post Office staff is responsive to customer needs:
- (a) Presence of a customer at the service window is immediately acknowledged. (Volume I, Chapter 9, Para 904)

REGISTERED MAIL

YES NO

- ___ a. Unbroken chain of receipts are maintained for all registered mail in MPS channel using approved USPS or DD Forms. (Volume I, Chapter 8, Para 801.2)
- ___ b. Postal clerks understand the procedures to follow when accountable mail is not delivered on first notice. (Volume II, Chapter 4, Para 406.1)

SUPPLIES

YES NO

- ___ a. Postal supply clerk has been designated. (DOD Postal Supply and Equipment Catalog 4525.6-C, Para 105)

STANDARD OPERATING PROCEDURES (SOP)

YES NO

- ___ a. All assigned personnel are familiar with procedures in the SOP.

TRAINING PROGRAM

YES NO

- ___ a. Training program is in effect.
- ___ b. Individual training records are properly maintained.

Enclosure (1)